

**MARATHON COUNTY DEPT.  
OF EMPLOYMENT  
AND TRAINING:  
LOCATED AT  
MARATHON JOB CENTER**

**BI-CULTURAL AND BI-LINGUAL  
SERVICES IN MARATHON  
COUNTY...BEST PRACTICES**

# Hmong Residents and W2

- Marathon County Currently Has Approximately 7,000 Hmong Residents
- The W2 Caseload Was 90% Hmong When The Program Began
- Currently The W2 Caseload Is Less Than 1% Hmong
- Bi-lingual/Cultural Services Were Key
- Many Former Refugees Are Now Home And Business Owners As Well As Prominent Citizens
- County Board
- Mayoral Race

# Marathon Job Center

- Bi-cultural Services Have Been Provided For Southeast Asians Since The Arrival Of The First Refugees
- Bi-lingual Staffing
  - Receptionists
  - Case Managers
  - Job Placement
  - CSJ Site Coordinator
  - HMO Enrollment Specialist

# Marathon Job Center

- Written Materials Are Available In Hmong
- Close Ties With Hmong Association

# Interpreter Services

- Marathon's W2 Agency Contracts With Local Hmong Association To Have Interpreters Available On Site
- Interpreter Services Are Provided At Employment Sites Through A Bi-lingual Job Developer

# Community Collaborations

- Marathon County Works Closely Together To Provide Services
  - Provider Meetings
  - Community Planning Council
  - Joint Staffings

# Collaborations

- Wausau Area Hmong Association
  - Interpreting
  - CSJ Site Coordination
  - Bi-lingual Job Coaching
  - Fresh Start Program
  - Youth Mentoring Programs
  - Hmong Women's Group

# Collaborations

- Children's Service Society
  - Parenting Skills
  - Social Skills
  - Mental Health Evaluations
  - Employ Bi-lingual Therapists
  - Home Visits



# Collaborations

- Wisconsin Job Service
  - Bi-lingual Case Management
  - Job Net
- The Neighbor's Place
  - Household Goods
  - ESL Classes With On-site Day Care
  - Social Activities For Parents And Children

# Collaborations

- Women's Community Center
  - Shelter
  - Housing
  - Counseling
  - Bi-lingual Staff
- Literacy Council
  - ESL

# Collaborations

- United Way's First Call
  - Referral Services
- University of WI Marathon County
  - Bi-lingual Budgeting Skills
  - Bi-lingual Life Skills
  - Bi-lingual Home Economic Skills

# Collaborations

- Child Care Connection
  - Marathon County Has A Large Number Of Bi-lingual Providers
  - Bi-lingual Referral Service
- Wausau Daily Herald
  - Public Awareness

# Collaborations

- Marathon County Public Schools
  - Bi-lingual Teacher Aides
  - ESL For Children
  - Bi-lingual Student Counselors
  - Bi-lingual College Students

# 2004 Refugees

- Wausau Is Currently Expecting Up To 100 New Families
- To Date 7 Families Have Arrived
- Families Are Arriving With Adequate Documentation From INS
- Upon Arrival Families Are Greeted By The Volag And The Anchor Family

# 2004 Refugees

- Families Are Processed For SSN Within 24 Hours
- An Appointment Is Immediately Scheduled At The Job Center

# 2004 Refugees

## ■ Intake Process

- Bi-lingual Staff Collect All Information And Complete Manual Applications For All Programs
- Applications Are Processed Immediately By A FEP
- EBT Cards Are Issued Immediately
- Referral Is Made To The Work Program



# Work Programs

- Bi-lingual CM Develop An Employment Plan In Connection With The Volag
- Initial Plans Include:
  - Orientation To Community Resources
  - Obtaining Adequate Housing
  - Basic Needs
  - Health Screening
  - Basic Knowledge Testing Is Administered
- Cultural Beliefs Are Acknowledged

# Work Programs

- Participants Are Immediately Enrolled In Workshops:  
(Bi-lingual Presenters)
  - Explanation Of Benefits
  - Explanation Of Time Limits
  - Cooperation With Child Support
  - Reporting Changes
  - Sanctions And Non Participation
  - Fact Finding Process
  - Notice Of Decision Letters
  - Overpayments
  - Program Penalties
  - Fraud
  - HMO Enrollment

# Work Programs

- Other Services Provided:
  - Enrollment In ESL Classes
  - Placements To Worksites
  - Counseling
  - Parenting/Life Skills
  - SSI Advocacy
  - Supported Bi-lingual Work Search
  - Family Literacy
  - Continuing Financial Education
  - Preparation For Citizenship (Hmong Association)

# Off To Work...

- Exit W2
- Continuing Community Support
- Continuing Supportive Services

# **Strong United Community**